



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2643.

7/B  
2/25/04

In re Application of:  
Ryan et al., Terry S.

Serial No.: 10/056,411

Filed: 25 JANUARY 2002

For: SYSTEM AND METHOD FOR  
SUPPORTING MULTIPLE CALL  
CENTERS

Examiner: CHAN, Wing

Art Unit: 2643

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AMENDMENT TRANSMITTAL COVER LETTER

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
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Honorable Commissioner:

Enclosed please find a Response to Office Action Mailed 27 October 2003 in  
Accordance with 37 C.F. R. 1.111(a) for the above referenced application. Additionally,  
please find Transmittal Form (PTO/SB/21) and a return receipt postcard.

Respectfully submitted,

1/27/2004  
Date

Anita S. Damian  
Anita S. Damian  
Reg. No. 46,056

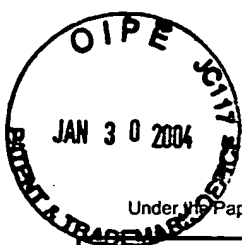
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PTO/SB/21 (05-03)  
Approved for use through 04/30/2003. OMB 0651-0031  
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)		Application Number	10/056,411
		Filing Date	25 January 2002
		First Named Inventor	Terry S. Ryan
		Art Unit	2643
		Examiner Name	Wing F. Chan
Total Number of Pages in this Submission	1	Attorney Docket Number	00-1718.03

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavit(s)/Declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawings <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation, Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communications to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>Return Receipt Post Card</b> <b>Amendment Transmittal Cover Letter</b>
REMARKS		<b>RECEIVED</b>  FEB 06 2004  Technology Center 2600

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual	ANITA S. DAMIAN
Signature	
Date	January 27, 2004

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Typed or printed name	ANITA S. DAMIAN
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Date	JANUARY 27, 2004

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Attorney Docket No. 00-1718.03

#7

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RESPONSE TO OFFICE ACTION MAILED 27 OCTOBER 2003  
IN ACCORDANCE WITH 37 C.F.R. 1.111(a)

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Pursuant to 37 C.F.R. § 1.111(a), Applicant respectfully requests reconsideration and allowance of the subject application, based on the following amendments and comments. The present amendment in response to an Office Action mailed October 27, 2003, is submitted in compliance with the revised format for making amendments as set forth in 37 C.F.R. § 1.121.